

# Survey Feedback Standard for the Digital Public Services Policy

Last reviewed: Jan 2024  
Next review: Jan 2025

Digital Citizen Experience, Ministry of SaskBuilds and Procurement

*This document outlines the Survey Feedback Standard as a component of the Digital Public Services Policy. These standards inform Government of Saskatchewan service design for public-facing digital services.*

## Background

User feedback is necessary to reduce the guess work that goes into designing and implementing digital services. By regularly assessing feedback, we ensure the service is meeting the needs and expectations of the user by developing a clear understanding of that service's audience.

A digital service should evolve and improve as a part of its life cycle. The insights revealed by user feedback saves time and money by scheduling improvements in an iterative development and/or maintenance cycle. Sharing the data that supports these changes makes it easier to advocate improvements to the service team or business.

## Standard Framework

The purpose of the standard is to ensure Government of Saskatchewan digital services are monitored during development, improvements and after implementation. Monitoring user feedback brings awareness to issues in the service that are not meeting user needs. Assessing this feedback and evaluating possible solutions, creates a continuous cycle of improvements based on valid feedback.

## Saskatchewan.ca Survey

The [Saskatchewan.ca feedback survey](#) lives on all pages in Saskatchewan.ca. It does not collect personal information and supplies only a one-way communication opportunity. This feedback is used as an assessment of user experience that can result in improvements or changes to the content or structure of the website.

We need your feedback to improve saskatchewan.ca. [Help us improve](#)

## Public-facing service survey

All Government of Saskatchewan digital services have a survey providing users a way to give feedback on their experience. The feedback received keeps Digital Citizen Experience (DCE) and the ministry informed of issues deterring users from completing a task or goal in the service. DCE and the ministry will assess these issues to define a solution to implement.

Each new Saskatchewan Account service is provided a user feedback survey by DCE, who monitors the feedback along with the ministry, to help improve the program and the service it provides. The survey has default questions for DCE's

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reporting needs. Ministries can add questions as needed. An example is the [Income Support User Feedback Survey](#)

Need Help? Call the Client Service Centre at 1-866-221-5200

Take our survey to help improve this service.